



Notice about “Our Regulator” and “Complaints”

Our Regulator

We are regulated by the Solicitors Regulation Authority (SRA). You can find a copy of the Solicitors Code of Conduct published on the SRA website. This can be located by following this link: <http://www.sra.org.uk/solicitors/handbook/welcome.page>

For additional information you can contact the SRA by telephone on: 0370 606 2555

Complaints

If you are unhappy about any aspect of the service you have received or about legal costs, please contact your Client Care Partner (Malcolm Underhill) by telephone, e-mail or by post to our office. We have a procedure in place which details how we handle complaints which is available either by request or can easily be found on our firm's website.

We have provided our complaints procedure. If after following our procedure you remain dissatisfied with the way you have been dealt with or after a period of eight weeks from the date of making the complaint to us, you can refer your complaint to the Legal Ombudsman (LeO.) The Legal Ombudsman can be contacted at:

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Normally, the Legal Ombudsman will only accept your complaint if you tell them of it within six months of receiving a final written response from us about your complaint, or within one year of your finding there was a problem.